



CITY OF CORSICANA LEAK ADJUSTMENT POLICY

A utility billing account holder is financially responsible for all water leaks located on the customer's side of a meter. The City of Corsicana offers billing adjustments for water leaks in accordance with the following policy:

- 1) All account holders requesting a billing adjustment must furnish a signed Leak Adjustment Request and a Licensed Plumber's Receipt which details the completed water leak repairs.
- 2) Property owners may perform leak repairs on the customer's side of the meter only for property that is the owners homestead. If the repairs are made by the property owner, no adjustment will be given.
- 3) Commercial and Multi-Family account property owners may perform leak repairs on the customer's side of the meter only. In order to receive a billing adjustment, the property owner shall obtain a Customer Service Inspection (CSI) certificate from the City. Contact 903.654.4870 to schedule a CSI; repairs must remain visible throughout the inspection. The fee for a CSI is \$25.00.
- 4) Sprinkler meters are not eligible for billing adjustments.
- 5) Residential water meters which provide both home and sprinkler service may be eligible for billing adjustments if a leak is present on the home portion of the customer's service.
- 6) Account holders may request one (1) billing adjustment per calendar year – may include 2 billing cycles.
- 7) Leak adjustments are subject to CSI inspection (\$25 fee) and are not guaranteed.
- 8) The total amount of a customer's utility bill is the customer's responsibility to pay by the due date. Additional time to pay may be granted by contacting Utility Billing customer service at 903.654.4825 or CustomerService@ci.corsicana.tx.us to make arrangements.